Outpatient Services • Home Health Agencies and Home and Community-Based Services

July 2007 • Bulletin 394

Contents

Providers Must Use New Claim Forms

Medi-Cal implemented the use of the *UB-04* claim form on June 25, 2007. Providers who previously submitted claims on the *UB-92 Claim Form* must bill on the new *UB-04* claim form immediately. Providers not using the new *UB-04* should be in the process of transitioning. Failure to use the new form for claims submitted after June 25, 2007 may result in rejection of the provider's claim.

Submission instructions for *Claims Inquiry Forms* (CIFs) and *Appeal Forms* require a copy of the corrected original claim form be attached. Old *UB-92* claim forms will only be accepted for this reason.

Redirection of Treatment Authorization Request Services

Effective July 1, 2007, several regionalized *Treatment Authorization Request* (TAR) services provided by the Fresno Medi-Cal Field Office (FMCFO) were redirected to the Northern and Southern Pharmacy Sections (NPS and SPS), Sacramento Medi-Cal Field Office (SMCFO) and San Francisco Medi-Cal Field Office (SFMCFO).

This information is reflected on manual replacement pages tar field 1 thru 11 (Part 2).

Processing Changes for Treatment Authorization Requests

Beginning May 1, 2007, the California Department of Health Services (CDHS) started phasing in several changes that will impact how paper *Treatment Authorization Requests* (TARs) are processed.

These changes are being implemented to minimize the key data entry of incomplete or erroneous TAR information and to reduce the volume of paper documents containing Protected Health Information (PHI), particularly Social Security Numbers (SSNs) that are sent via:

- United States Postal Service
- Courier services
- Other types of delivery services

CDHS expects to complete this phased implementation by September 2007.

Processing Change Schedule
Processing changes to paper TARs impact providers interacting with the Medi-Cal field offices and pharmacy sections on the following dates:

May 2007	**August 2007**
Sacramento Medi-Cal Field Office	Fresno Medi-Cal Field Office
June 2007	San Bernardino Medi-Cal Field Office
Northern Pharmacy Section (Stockton)	San Diego Medi-Cal Field Office
Southern Pharmacy Section (L.A.)	San Francisco Medi-Cal Field Office
July 2007	**September 2007**
L.A. Medi-Cal Field Office	TAR Administrative Remedy Section
In-Home Operations South	In-Home Operations North

Incomplete TARs
CDHS Medi-Cal field offices and pharmacy sections <u>will be unable</u> to enter paper TARs with incomplete information into the TAR system. These paper TARs will be deferred back to the submitting provider, with a Medi-Cal field office/pharmacy section *Incomplete TAR Form* identifying the reasons for deferral and instructions about how to resubmit the paper TAR with the necessary corrections.

Providers are to:

- Make the necessary corrections/changes on the paper TAR, <u>and</u>

- Resubmit with a copy of the *Incomplete TAR Form* <u>on top</u> of the paper TAR.

Paper TARs that are returned to the submitting provider for correction will not be available for inquiry through the Provider Telecommunications Network (PTN).

Any one of the reasons below will not allow the paper TAR information to be entered into the system. The reason(s) will be marked on the *Incomplete TAR Form* and sent back to the submitting provider for corrections. These reasons may consist of one or more of the following:

- The TAR form is illegible or damaged.

- The submitting provider number is missing, inactive, suspended or invalid for the category of service requested.

- The patient's Medi-Cal ID number is missing, invalid or invalid in length, and the patient's name/date of birth is missing.

- The patient is not Medi-Cal eligible.

- Information in the *Admit From* field (Box 14) on the *Long Term Care Treatment Authorization Request* (LTC TAR, form 20-1) is missing or invalid.

- The requested service information is missing, invalid or invalid in length.

- The ICD-9-CM diagnosis code, admitting ICD-9-CM diagnosis code and/or primary DX diagnosis code is missing or invalid.

- The County Medical Services Program (CMSP) pharmacy services are covered by MEDIMPACT. Providers may call 1-800-788-2949 for further information.

- The requested Adult Day Health Care (ADHC) service should specify the months and the number of requested days for each calendar month on separate lines of the TAR. The TAR request should not exceed six months or have more than one service line for a given calendar month. Providers may refer to the appropriate Part 2 manual for specific TAR preparation instructions.

Adjudication Response

CDHS will discontinue the practice of returning adjudicated paper TAR copies to providers based on the schedule above. Instead, providers will receive an *Adjudication Response* (AR), which will display:

- The status of requested service(s)

- The reason(s) for the decision(s), including TAR decisions resulting from an approved or modified appeal

- The adjudicator's request for additional information, if necessary

The AR will enable the provider to respond to the requested information or proceed to bill for authorized services. (See the *Adjudication Response* example at the end of this article.) Providers should keep a copy of the AR for their records and use it when responding to deferrals or when requesting an update/correction to a previously approved or modified TAR.

When requesting an update/correction, a copy of the AR must be placed on top of newly submitted documents to ensure the information can be matched with previously submitted documentation. Providers should clearly specify what change(s) are being requested.

The ARs will be mailed to the provider's address on file with CDHS' Payment Systems Division, Provider Enrollment Branch (PEB). Providers should ensure PEB has their most up-to-date mailing address on file. Instructions about changing/updating a provider address may be found on the Medi-Cal Web site (**www.medi-cal.ca.gov**). From the home page, click the "Provider Enrollment" link and then the "Provider Reminders" link at the top of the page.

Attachments

On November 15, 2006, CDHS notified providers via a flyer that attachments were no longer being returned with deferred paper TARs. Medi-Cal field offices and pharmacy sections will continue to retain and archive all attachments for reference.

Providers responding to a deferred TAR should return the AR and any new attachment(s) requested.

SSN on TARs

In accordance with *Medi-Cal Updates* issued in August and September 2006, providers should use the recipient's Benefits Identification Card (BIC) number on the TAR, rather than the SSN. If a TAR is returned to a provider because of inaccurate and/or incomplete information, the SSN will be removed.

Provider questions may be directed to the local Medi-Cal field office or pharmacy section.

National Provider Identifier (NPI) Number

Providers should be aware that the NPI number will not be accepted on TARs until after the official NPI implementation date of November 26, 2007. For detailed information about the new NPI implementation date, providers can view the "Important NPI Time Frame Changes" article posted in the "HIPAA News" area of the Medi-Cal Web site (**www.medi-cal.ca.gov**).

TARs issued under the old provider number (legacy number) prior to November 26, 2007 can still be used for claims submitted with an NPI starting on or after November 26, 2007. Providers will not have to request an updated TAR with the NPI information.

Processing Changes *(continued)*

State of California - Health and Human Services Agency
Department of Health Services

ARNOLD SCHWARZENEGGER, Governor

CONFIDENTIAL
Medi-Cal Operations Division

ADJUDICATION RESPONSE

Provider Number: HSCXXXXXXX
XXX CONTRACT HOSP #2
3215 PROSPECT PARK DR
RNCHO CORDOVA, CA 95670-6017

DCN (Internal Use Only): 123456789101
Date of Action: 06/27/2006
Regarding: Jane Doe
TAR Control Number: 9876543210

This is to inform you that a Treatment Authorization Request has been adjudicated. If you have any questions regarding this adjudication response, please contact your local Medi-Cal Field Office. The decision(s) follow:

Svc #	Service Code	Modifier(s)	Service Description	From Date of Service	Thru Date of Service	Units	Quantity	Status	P.I.
1	123ABC	1	Service Description 1	01-01-2006	01-31-2006	12345	1000000.123	1 Approve	1
2	ABC123	2	Service Description 2	01-01-2006	01-31-2006	12345	1000000.123	2 Modify	0
Reason(s):	GEN: Modified, refer to comments								
Comment(s):	Comments from Field Office Consultant 2								
3	ABC123	3	Service Description 3	01-01-2006	01-31-2006	12345	1000000.123	3 Deny	3
Reason(s):	GEN: Denied, refer to comments								
Comment(s):	Comments from Field Office Consultant 3								
4	ABC123	4	Service Description 4	01-01-2006	01-31-2006	12345	1000000.123	4 Defer	5
Reason(s):	GEN: Deferred, refer to comments								
Comment(s):	Comments from Field Office Consultant 4								

Authorization does not guarantee payment. Payment is subject to Patient's eligibility. Please ensure that the Patient's eligibility is current before rendering service.

If you have received this document in error, please call the Telephone Service Center, 1-800-541-5555 in California, 1-916-636-1200 out-of-state (follow the prompts for eTAR), to notify the sender. Please destroy this document via shredder or confidential destruction.

CCS Service Code Groupings (SCGs) Update

Effective for dates of service on or after August 1, 2007, a number of codes are end-dated and added to California Children's Services (CCS) Service Code Groupings (SCGs) 01, 02, 03, 04, 05, 06, 07, 10 and 12.

Reminder: SCG 02 includes all the codes in SCG 01; SCG 03 includes all the codes in SCG 01 and SCG 02; and SCG 07 includes all the codes in SCG 01. These same "rules" apply to end-dated codes.

The updated information is reflected on manual replacement pages <u>cal child ser 1, 3 thru 16, 18 thru 20 and 22 thru 25</u> (Part 2).

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Remove:	cal child ser 1 thru 27
Insert:	cal child ser 1 thru 26

Remove and replace:	cif co 7 thru 11 *

Remove:	cif sp op 1 thru 11
Insert:	cif sp op 1 thru 8 *

Remove and replace:	medi cr op pr 7/8 *
	medi non hcp 1/2 *
	modif app 5/6 *
	tar dis cod 1/2 *, 5/6 *
	tar field 1 thru 11

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* Pages updated due to ongoing provider manual revisions.